HOW TO LOG IN or RESET YOUR PASSWORD
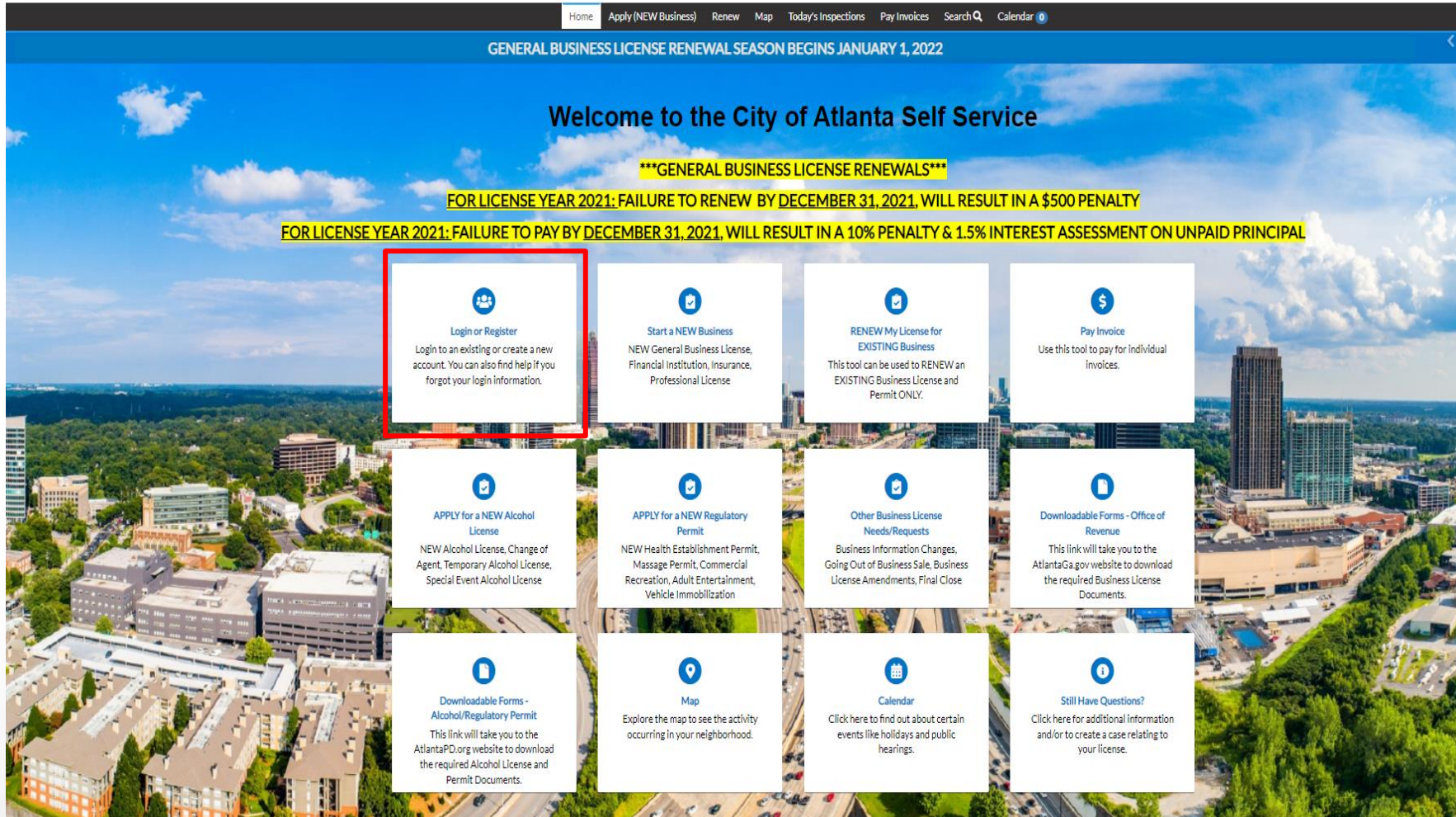
For Technical and Non-Technical Issues
Contact **ATL311.com** or **404-546-0311** to create a case.

ATLCORE

HOW TO LOG IN or RESET YOUR PASSWORD

1. To register on CSS, click **Login or Register** from the center of the home page or top right corner of the page.

NOTE: For existing customers, you **must** register with the email account that is currently associated with your existing license account with the Atlanta Police Department or the Office of Revenue.

To have your email address updated or linked to your account, Contact **ATL311.com** or **404-546-0311** to create a case.

HOW TO LOG IN or RESET YOUR PASSWORD(cont'd)

2. Various options for logging in
   a. Click Sign in with Google. This option uses your google account information.
   b. Click Sign in with Apple. This option uses your Apple id account information.
   c. Click Sign in with Microsoft.This option uses your Microsoft account information.
   d. Click Sign in with Facebook. This option uses your Facebook account information.

3. Enter the email address used to register the associated account or a new email.

4. Enter Password used with the associated account.

5. Click **Sign in**.

Sign in to community access services for the City of Atlanta.

- Sign in with Google
- Sign in with Apple
- Sign in with Microsoft
- Sign in with Facebook

OR

OR

Email address

Password

☐ Remember me

Sign in

Forgot password?   Unlock account?   Help

Don't have an account? Sign up

Note: Please choose one email and one email option. You will not be able to log in using other options after the initial log in.

ATLCORE

HOW TO LOG IN or RESET YOUR PASSWORD(cont'd)

6. If you forgot the password, follow these steps:

   a. Enter the email address associated with your current ATLCORE account.

   b. Click **Forgot password?**

HOW TO LOG IN or RESET YOUR PASSWORD(cont'd)

Reset your password

Email address

Reset via Email

Back to sign in

Email sent!

Email has been sent to
bettyrubble2020@gmail.com with
instructions on resetting your password.

Back to sign in

7. Enter associated email again.

8. Click **Reset via Email**.

9. The system will send an email to the email address entered with instructions on how to create a new password.
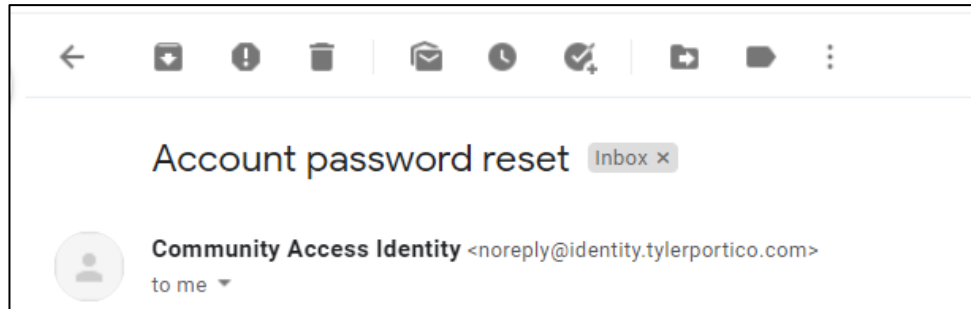
10. Log in to your email account to retrieve the email with instructions. (Remember to check your Junk/SPAM folder if necessary. For gmail account holders, the email may be in your **Promotions** folder)
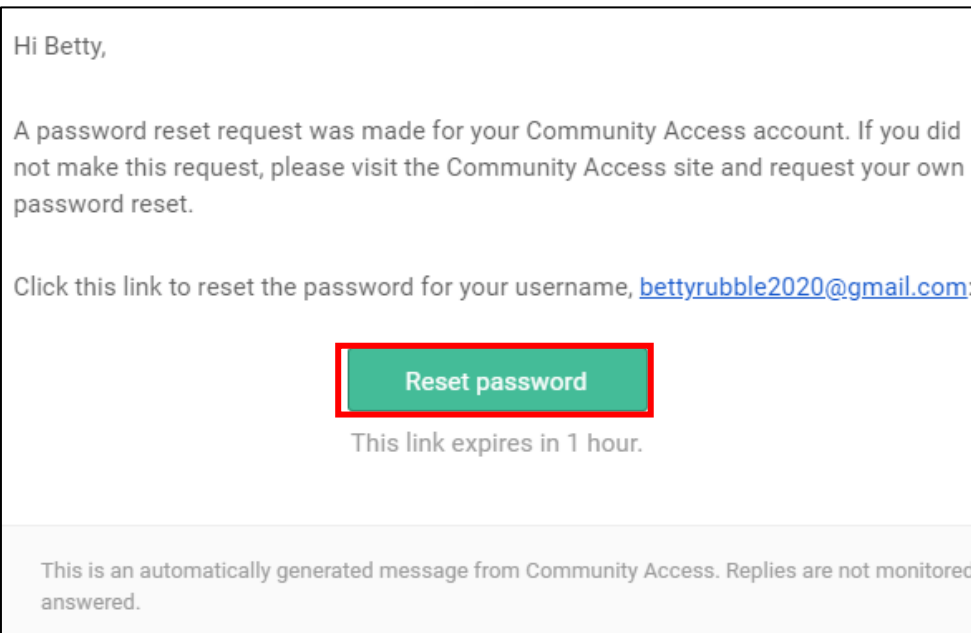
ATLCORE

HOW TO LOG IN or RESET YOUR PASSWORD(cont'd)

11. Locate email from Community Access Indentity.

12. Click **Reset password**. (The link expires in 1 hour).

HOW TO LOG IN or RESET YOUR PASSWORD_(cont'd)

13. Enter New password.

14. Repeat password to confirm.

15. Click Reset Password.

HOW TO LOG IN or RESET YOUR PASSWORD(cont'd)

16. Update user profile if necessary.

17. Return to the ATLCORE Home page to log in